D2L Brightspace - Daylight Experience
The Quizzes Tool
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Introduction

D2L Brightspace - Daylight Experience® is an excellent tool for instructors. This document has been developed to introduce you to the Quizzes Tool. The following will help you gain a greater understanding of D2L Brightspace - Daylight Experience, as it relates to creating and managing quizzes in your course.

Objectives

The following learning objectives are covered in this document:

- Creating Quiz questions
- Creating a section for Quiz questions
- Moving questions into a section
- Deleting questions or sections
- Creating a Quiz
- Randomizing Quiz questions
- Viewing and submitting in-progress Quiz attempts
- Re-grading Quiz questions for all attempts
- Using the LockDown Browser
Creating Assessments with the Quizzes Tool

The Quizzes Tool is used to create assessments for your students. The following explains how to create an assessment using the Quizzes Tool:

Creating the Quiz

1. To begin creating a new quiz, click Quizzes on the NavBar.

2. Click the New Quiz button.

3. The Properties tab will appear. In the Name field, enter something descriptive of the quiz such as Chapter 1 Quiz (See Figure 3).

4. Assigning a Category allows you to group items together in the gradebook. The following options are available for selection when using a category:
   a. Select an existing category: Click the drop-down arrow to select a previously created category (See Figure 3).
   b. Add category: Click add category to create a new category item (See Figure 3).

5. You may add questions or edit existing questions to your quiz using Add/Edit questions. To begin, click on Add/Edit Questions (See Figure 3).
6. Prior to entering quiz questions, you may want to complete quiz configuration. Below *Add/Edit Questions*, you have several additional options available to include with your quiz:
   a. **Description / Introduction:** Click the drop-down arrow to add text fields for entry of a description and/or introduction (See Figure 4).
   b. **Expand page header / footer:** Click the drop-down arrow to add text fields for entry of a header and/or footer (See Figure 4).
   c. **Optional Advanced Properties:** Click the drop-down arrow to view options for question hints, preventing right-click, and preventing access to various D2L tools while taking the quiz (See Figure 4).

   **Note:** The options to allow hints and disable right-click are not enabled by default; however, preventing use of email, instant messages, and alerts during a quiz attempt is checked and enabled by default.

7. Next, click the **Restrictions** tab at the top of the page.
8. The quiz status defaults to a status of *Inactive* to allow you to determine when you want to enable students to view the quiz in the course. Students will only see items with a status of *Active*. To change the status of the quiz to Active:
   a. Under *Status*, click the drop-down arrow (See Figure 6).
   b. In the drop-down menu, click **Active** (See Figure 6).

   ![Figure 6 - Change Status from Inactive to Active](image)

   **Note:** Otherwise, leave as *Inactive* until you have completed quiz configuration.

9. Click the *Has Start Date* checkbox to enable entry of a date and time to make the quiz item visible to students enrolled in your course (See Figure 7).

10. Click the *Has End Date* checkbox to enable entry of a date and time to end the ability to view the quiz in the course (See Figure 7).

11. If you want the date to appear in the course calendar, click the checkbox next to *Display In Calendar* (See Figure 7).

   **Note:** The quiz must have a status of *Active* to enable display of the item in the course calendar.

   ![Figure 7 - Quiz Dates](image)
12. If you want to attach release conditions based on other elements of your course, you have two options (See Figure 8):

a. **Attach Existing**: Allows you to attach conditions you have previously created (See Figure 8).

b. **Create and Attach**: Allows you to create new conditions and attach to the quiz (See Figure 8).

![Figure 8 - Additional Release Conditions](image)

13. If you would like students to take the quiz using the *Respondus Lockdown Browser*, you will use the *LockDown Browser Dashboard* tab outside of the quiz. For more detailed instructions, see D2L Quizzes - LockDown Browser Dashboard in the [UIITS Documentation Center](https://uits.indiana.edu).
14. In the Timing section, No Time Limit is selected by default. If you want to enforce a time limit for the quiz, select **Enforce a time limit** (See Figure 16).

15. This enables fields to enter a time limit, insert a grace period, and indicate what should happen after the grace period is exhausted (See Figure 10).
   
   **Note:** The show clock will automatically be enabled when selecting **Enforce a time limit**.

   a. **Quiz is flagged as late, but student can continue working:** Allows students to submit the quiz after time has expired. The quiz will be marked as late (See Figure 10).
   
   b. **Quiz is flagged as late, and student is prevented from making further changes:** Submits the quiz when time has expired (See Figure 10).
   
   c. **Quiz is flagged as late, but student can continue working:** Allows you to add extra minutes to the grace period. If the late limit expires, the quiz will be scored as zero (See Figure 10).

![Figure 10 - Quiz Timing](image)

16. The following explains the options for using the **Special Access** features (See Figure 11):

   a. **Allow selected users special access to this quiz:** Allows students to see the quiz and take it with the original settings. The student(s) with special access will be able to access the quiz following the special access settings (See Figure 11).
   
   b. **Allow only users with special access to see this quiz:** Allows only those students who have been given special access to see and take the quiz (See Figure 11).

![Figure 11 - Special Access Options](image)
17. Click **Save** at the bottom of the page.

![Figure 12 - Click Save](Image)

18. Click the **Assessment** tab.

![Figure 13 - Click the Assessments Tab](Image)

19. The **Allow attempt to be set as graded immediately upon completion** checkbox is automatically checked. When this setting is turned on, users can see their score as soon as they submit the quiz attempt and the score is sent to the gradebook.

![Figure 14 - Allow attempt to be set as graded immediately upon completion](Image)

20. To associate the quiz with a Grade Item in the Gradebook, select the item in the **Grade Item** drop-down list.

![Figure 15 - Grade Item](Image)
21. To automatically export the quiz score to the gradebook, click the **Allow automatic export to grades** checkbox.

**Note:** The quiz must be associated with a grade item to enable the **Allow automatic export to grades** checkbox.

![Figure 16 - Allow automatic export to grades](image)

22. **Student View Preview** allows you to customize what is displayed to students. To edit display settings:
   a. Click the drop-down arrow (See Figure 17).
   b. Click **Edit Display Settings** (See Figure 17).

![Figure 17 - Student View Settings](image)

23. The **Display Overrides** window opens. Click the **Override display options for this item** checkbox (See Figure 18).

24. Uncheck items you do not want displayed (See Figure 18).

25. Click **Save** when you have made your selections (See Figure 18).

![Figure 18 - Display Overrides](image)
26. To add an existing rubric to the quiz, click the Add Rubric button.

![Figure 19 - Add Rubric](image)

**Note:** You can create a new rubric by clicking Create Rubric in New Window. For instructions on creating rubrics, see Creating Rubrics in the UITS Documentation Center.

27. In the Attempts section, the number of attempts for the quiz defaults to one, but you have the ability to increase the number of times a quiz may be taken and how to calculate the overall grade for the quiz. To alter the number of quiz attempts (See Figure 20):

   a. Click the Attempts Allowed drop-down arrow and make a selection between unlimited and ten attempts (See Figure 20).

   b. Click the Overall Grade Calculation drop-down arrow and make a selection (e.g., Highest Attempt, Lowest Attempt, Average of All Attempts, First Attempt, or Last Attempt) (See Figure 20).

   c. Click Apply (See Figure 20).

![Figure 20 - Attempts/Overall Grade Calculation](image)

**Note:** Optional advanced attempt conditions will appear if the number of attempts selected is between two and ten.
28. To restrict access to attempts, enter a **minimum or maximum percentage value** that needs to be achieved on the previous attempt to qualify for another attempt.

![Figure 21 - Advanced Attempt Conditions](image)

29. To view the default submission view or create a custom view for students, click the **Submission Views** tab.

![Figure 22 - Submission Views Tab](image)

30. The **View Settings** window opens. You have two options:
   a. To view and modify the default view settings, click **Default view** (See Figure 23).
   b. To add additional views, click the **Add Additional View** button (See Figure 23).

![Figure 23 - Default View](image)
31. When selecting the default view, the following section options are pre-filled and/or pre-selected, but you have the ability to make changes:

a. **View Properties**: This contains a text field to create a message to students prior to taking the quiz. A toolbar appears above the text field to provide tools to format the text entered, insert photos and other objects such as equations, files, and links, as well as a tool to open the text in the Full Screen Editor to access additional formatting options (See Figure 24).

![Figure 24 - View Properties](image)

b. **View Details**: Allows selection of options related to what students view after the quiz has been submitted (e.g., 1. Show Questions/Answers, 2. Score, and 3. Statistics) (See Figure 25).

![Figure 25 - View Details](image)
32. Once you have made your alternate selections, click the **Save** button at the bottom of the page.

![Save button](image)

**Figure 26 - Click Save**

33. If you prefer to add a new view, click the **Add Additional View** button.

![Add Additional View](image)

**Figure 27 - Add Additional View**

34. This opens the **Add View** window with a blank message field and all the same selection options mentioned in steps 30 to 32 above.

**Creating Quiz Questions**

D2L Brightspace - Daylight Experience gives you the ability to create and customize various types of questions for your quiz. The following demonstrates multiple choice and true/false configuration options:

**Creating a Question - Multiple Choice**

1. Click **Quizzes** on the Navbar.

![Quizzes](image)

**Figure 28 - Quizzes**
2. The *Manage Quizzes* window appears. Click the *Quiz* to which you want to add a question (e.g., Chapter 1 Quiz).

![Figure 29 - Open Quiz](image)

**Note:** You may also edit the quiz by clicking the *drop-down arrow* and selecting *Edit*.

3. The *Edit Quiz* window appears. Under *Quiz Questions*, click the *Add/Edit Questions* button.

![Figure 30 - Add/Edit Questions](image)

4. Click *New* (See Figure 31).

5. In the drop-down menu, click the desired *type of question* (e.g. Multiple Choice Question (MC)) you want to create (See Figure 31).

![Figure 31 - Multiple Choice Question](image)
6. The *New Multiple Choice* configuration window opens. In the *Question Text* field, enter the desired *question text*.

![Figure 32 - Question Text](image)

7. A toolbar appears above any text field to provide tools to format the text entered, insert photos and other objects such as equations, files, and links, as well as view the text in full-screen to access additional formatting options.

![Figure 33 - Text Formatting Toolbar](image)

8. Enter the *Answer selection options*, indicating the correct answer by placing a checkmark in the appropriate checkbox.

![Figure 34 - Answer Options](image)

**Note:** To remove options, click the *(x)* to the right of the field that you want to remove. If you need additional options, click the *Add Answer* link below the answer options. An additional question will be added each time you click the link.
9. If you want to randomize answers for each quiz attempt, click the **Randomize answers for each student** checkbox (See Figure 35).

10. Assign the **Default Points** for your question (See Figure 35).

![Figure 35 - Additional Question Controls](image)

11. A preview of your question is displayed to the right of the screen.

![Figure 36 - Question Preview](image)
12. To add question feedback, hints, descriptions, custom weights, and/or enumeration, click the Options link above the question (See Figure 37).

13. Make a selection in the drop-down menu (See Figure 37).

Figure 37 - Question Options

a. Add Feedback: Inserts a text field below each answer to enter your feedback.

Figure 38 - Add Feedback
b. **Add Hint**: Inserts a single text field below the question to provide a hint.

![Figure 39 - Add Hint](image)

```
Multiple Choice

Question Text
What is the KSU mascot?

Hint
```

Figure 39 - Add Hint

---

c. **Add Short Description**: Inserts text field above the question to enter a short description for the question.

![Figure 40 - Add Short Description](image)

```
Multiple Choice

Question Text
What is the KSU mascot?

Short Description
```

Figure 40 - Add Short Description

---

d. **Add Custom Weights**: Inserts a percentage box in front of each question to allow entry of custom weight values.

![Figure 41 - Add Custom Weights](image)

```

Answers

<table>
<thead>
<tr>
<th>%</th>
<th>Hawk</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Chicken</td>
</tr>
<tr>
<td>100 %</td>
<td>Owl</td>
</tr>
<tr>
<td>%</td>
<td>Eagle</td>
</tr>
</tbody>
</table>
```

Figure 41 - Add Custom Weights
e. **Add Enumeration:** Enables a drop-down menu above the point value field to allow you to select the enumeration style.

![Add Enumeration](image)

14. When you have made all of the desired selections for the question, you have the following options available:
   a. **Save:** Saves the question to the question library with the options selected (See Figure 43).
   b. **Save and New:** Saves the question and creates a new blank question (See Figure 43).
   c. **Save and Copy:** Saves the question and creates a copy for you to modify (See Figure 43).
   d. **Cancel:** Cancels without saving the question (See Figure 43).

![Save Options](image)

**Adding Another Question - True/False**

1. From within the quiz, if you did not select Save and New or Save and Copy above to create another question, under Quiz Questions, click the Add/Edit Questions button.

![Quiz Questions](image)
2. Click **New** (See Figure 45).
3. In the drop-down menu, click the desired **type of question** (e.g. True/False) you want to create (See Figure 45).

![Figure 45 - True or False Question](image)

4. The *True or False* configuration window appears. Click in the **Question Text** section to enter your question.

![Figure 46 - Question Text](image)
5. A toolbar appears above any text field to provide tools to format the text entered, insert photos and other objects such as equations, files, and links, as well as a tool to open the text in the Full Screen Editor to access additional formatting options.

![Figure 47 - Text Formatting Toolbar](image)

6. To use the full screen editor, click the **Open in Full Screen Editor** button in the toolbar.

![Figure 48 - Click the Open in Full Screen Button](image)

7. The **Full Screen Editor** window opens to provide access to format text size, appearance, and alignment; insert photos, links, equations, tables, and more (See Figure 49).

8. Click the **Close Full Screen Editor** button when all formatting is complete (See Figure 49).
9. In the Answers section, indicate the correct answer for the true/false question by clicking the checkbox associated with it (See Figure 50).

10. Under Default Points, enter a point value for the correct answer (See Figure 50).
11. A preview of your question is displayed to the right of the screen (See Figure 50).

Figure 50 - Question Preview

12. To add question feedback, hints, descriptions, and/or enumeration, click the Options link above the question (See Figure 51).

13. Make a selection in the drop-down menu (See Figure 51).

Figure 51 - Question Options
a. **Add Feedback:** Inserts a text field below each answer to enter your feedback (See Figure 52).

b. **Add Hint:** Inserts a single text field below the question to provide a hint (See Figure 52).

c. **Add Short Description:** Inserts text field above the question to enter a short description for the question (See Figure 52).

d. **Add Enumeration:** Enables a drop-down menu above the point value field to allow you to select the enumeration style (See Figure 52).

---

14. When you have made all of the desired selections for the question, you have three options for saving:

a. **Save:** Saves the question to the question library with the options selected (See Figure 53).

b. **Save and New:** Saves the question and creates a new blank question (See Figure 53).

c. **Save and Copy:** Saves the question and creates a copy for you to modify (See Figure 53).

d. **Cancel:** Cancels without saving the question (See Figure 53).
15. Once you add quiz questions, the Quiz Questions section is activated to allow you to determine options for quiz questions. The following options are available (See Figure 54):
   a. Enter the number of questions to display per page in the Questions per page field (See Figure 54).
   b. Click the Paging checkbox to prevent students from moving backwards through pages (See Figure 54).
   c. Click the Shuffle order... checkbox to shuffle the order questions and sections for each quiz attempt (See Figure 54).
   d. Click the Add/Edit Questions or Edit Question Values to add or make changes to questions (See Figure 54).

Randomizing Quiz Questions
D2L Brightspace - Daylight Experience allows the creation of randomly ordered questions for each quiz attempt, creating a different quiz for each attempt. The following explains how to create a random question section:

Note: The questions must first be created in the Question Library. Please see the D2L Brightspace - Daylight Experience: Question Library document in the UITS Documentation Center for further information about creating questions in the Question Library.

1. In your course, click Quizzes on the Navbar.
2. Select the applicable Quiz which to add a Random Section, or create a new Quiz.
4. Click the **New** button (See Figure 56).
5. Click **Random Section** (See Figure 56).

![Figure 56 - Random Section](image)

6. Enter a **Section Name** (e.g., Q1 Random Section) (See Figure 57). **Note**: The Section Name is not visible to students by default.

7. Click **Save** at the bottom of the page (See Figure 57).

![Figure 57 - Enter Section Name & Save](image)

8. The **Random Section** appears, as indicated by the purple folder icon.
9. Click the **name** of your random section.

![Figure 58 - Click on the Random Section](image)
10. Click the **Import** button.

![Figure 59 - Import Questions]

11. In the **Source Section** drop-down, choose the location in your **Question Library** where your questions are saved. Choose **Collection Root** for the main level of the **Question Library**, or choose the desired subfolder.

![Figure 60 - Select Source Section]

12. The available questions appear. You have the following options:
   a. **Select all**: Click the checkbox next to **Collection Root** (requires you to uncheck any boxes not needed) (See Figure 61).
   b. **Select individual items**: Click the checkbox next to each question you wish to include (See Figure 61).

13. Click **Save** (See Figure 61).
14. Determine the number of questions to be selected randomly from the list of questions in the section and enter the number of questions in the Questions per attempt field (See Figure 62).

15. Determine the points to assign each question (the point value will be the same for each question in the random section) and enter points in the Points each field (See Figure 62).

16. Click Done Editing Questions (See Figure 62).

![Figure 62 - Quiz Options](image)

**Previewing the Quiz**

The following explains how to preview quiz questions:

1. Click Manage Quizzes on the Navbar.
2. Click the drop-down arrow to the right of the quiz you want to preview (See Figure 63).
3. Click Preview (See Figure 63).

![Figure 63 - Preview](image)
4. To preview from within the quiz, click the **drop-down arrow** next to the quiz name (See Figure 64).

5. Click **Preview** (See Figure 64).

![Figure 64 - Preview Quiz](image)

6. The **Preview** Quiz window appears displaying the quiz details, such as the time allowed, attempts allowed, and any instructions you provided during quiz configuration. Click the **Start Quiz** button.

![Figure 65 - Start Quiz](image)
7. A confirmation message appears while the quiz is loading. Click **OK** to proceed.

![Figure 66 - Quiz Loading](image)

8. All quiz questions will be displayed, including any random section questions. Each time you preview the quiz, any random section questions will be in a different order. To navigate the questions, you have the following options:
   a. Click the **question** you want to view (See Figure 67).
   b. Scroll through the **questions** using the scroll bar to the right of the preview window (See Figure 67).

9. Click **Exit Preview** to close the **Preview** window (See Figure 67).

![Figure 67 - Quiz Preview](image)
Using the LockDown Browser

1. Click the **Quizzes** button on the Navbar.

![Figure 68 - Quizzes](image)

2. Click the **LockDown Browser** button.

![Figure 69 - Click LockDown Browser](image)

3. The first time you click the LockDown Browser button, you will receive a notification indicating that the Respondus application wants to access your information to configure the LockDown Browser.
   a. Click the **Do not ask me again for this application** checkbox (See Figure 70).
   b. Click **Continue** (See Figure 70).

![Figure 70 - LockDown Browser Setup](image)

4. Once the **LockDown Browser** is configured, you have the option to enable for any quiz in your list of quizzes. Click the **quiz** for which you want to use the LockDown Browser (See Figure 71).

5. In the drop-down menu, click **Modify Settings** (See Figure 71).

![Figure 71 - Select Quiz](image)
6. Click the **Require Respondus LockDown Browser** radio button (See Figure 72).
7. (Optional) Insert a **password** to access the quiz, if desired (not required) (See Figure 72).
8. Click the **Expand (+) button** next to **Advanced Settings** to access additional options (See Figure 72).

![Figure 72 - Require LockDown Browser](image)

9. Under **Advanced Settings**, **Lock students into the browser until exam is complete** and **Allow students to take this exam with an iPad...** are checked by default when the Require Lockdown Browser is selected under **Lockdown Browser Settings**. The following explains the options available in **Advanced Settings**:

   a. **Lock students into the browser until the exam is complete**: Prevents students from exiting LockDown Browser before an exam is submitted for grading. An optional password can be entered to enable an exam proctor to close the browser during a proctored exam (See Figure 73).

      **Note**: Older versions of LockDown Browser do not allow an early exit even when selected.

   b. **Allow students to take this exam with an iPad**: Enables use of an iPad to take an exam. The LockDown Browser app must be installed on the device (See Figure 73).

   c. **Allow access to specific external web domains**: Allows entry of Website addresses that students may access during the quiz (See Figure 73).

      **Note**: Multiple addresses may be entered, separated by a comma.

   d. **Enable Calculator on the toolbar**: Enables a standard or scientific calculator on the toolbar (See Figure 73).

   e. **Enable Printing from the toolbar**: Enables a print button on the toolbar to take a screen shot of the exam (See Figure 73).

![Figure 73 - Advanced Settings](image)
10. Under Monitor Webcam Settings, Don’t require Respondus Monitor for this exam is selected by default. It is recommended that you do not make any changes to this section. To save your selections, click Save and Close.

![Figure 74 - Monitor Webcam Settings](image)

11. After making selections, click the LockDown Browser button to view settings for each quiz in the Respondus LockDown Browser Dashboard.

![Figure 75 - LockDown Browser Dashboard](image)

12. When the LockDown Browser is selected for a quiz, the Security Options in the quiz restrictions will automatically be checked. You may only make changes to these options using the LockDown Browser button.

![Figure 76 - Quiz Restrictions](image)
Viewing and Submitting In-Progress Quiz Attempts

When a student begins a quiz attempt, but does not submit their attempt, the instructor may view the in-progress attempt and force-submit any questions saved by the student. The following explains how to locate and submit an in-progress attempt:

1. In your course in D2L Brightspace, click Quizzes on the NavBar.
2. Access the grading view of the Quiz by clicking the drop-down arrow next to the applicable quiz (See Figure 77).
3. In the drop-down menu, click Grade (See Figure 77).

![Figure 77 - Click Grade](image)

4. By default, the grading view displays only students who have completed quiz attempts. In the Restrict to drop-down menu, click Users with attempts in progress (See Figure 78).
5. Click the Search button just above the drop-down menu (See Figure 78).

![Figure 78 - Search for Users with Attempts in Progress](image)
6. The in-progress quiz attempt(s) will appear. Click the **Enter Quiz as User** button next to the in progress attempt.

![Figure 79 - Enter Quiz as User](image)

7. The **Enter Quiz As User** confirmation message appears. Click **Yes**.

![Figure 80 - Click Yes](image)

8. The in process attempt is displayed. To submit the attempt on behalf of the student, click the **Go to Submit Quiz** button.

![Figure 81 - Click Go to Submit Quiz](image)
9. The Quiz Submission Confirmation window appears. Click Submit Quiz.

![Quiz Submission Confirmation](image)

**Figure 82 - Click Submit Quiz**

10. At the Confirmation prompt, click Yes, submit quiz.

![Confirmation](image)

**Figure 83 - Yes, submit quiz**
Re-grading a Quiz Question for All Attempts

An instructor may need to re-grade a quiz question after students have completed a quiz. For instance, an instructor may wish to throw out a question and give all students credit; or, an instructor may need to give credit for an answer that was not originally marked as the correct answer.

The following explains how to re-grade a question:

1. In your course, click Quizzes on the NavBar.
2. Click the drop-down arrow next to the applicable quiz (See Figure 84).
3. In the drop-down menu, click Grade (See Figure 84).

![Figure 84 - Drop-down Arrow]

4. Click the Questions tab (See Figure 85).
5. Click the Update All Attempts radio button (See Figure 85).

![Figure 85 - Questions/Update All Attempts]

6. Click the question that needs to be re-graded.

**Note:** If you have updated the question after initial grading, you will need to update in the Questions not in the quiz anymore section.
7. The *Update All Attempts* window appears. Question response information is displayed at the top of the screen. The options for re-assessment are as follows:
   a. **Give to all attempts**: Allows you to specify a point value to apply to all attempts (See Figure 86).
   b. **Give to attempts with a particular answer**: Allows you to specify a point value to apply to attempts with a specified answer (See Figure 86).
   c. You also have a *Comment* field to which you may add a description of the reason for the re-assessment.

![Figure 86 - Grading Type](image)

8. Click the **Save** button at the bottom of the page.

![Figure 87 - Click Save](image)

**Exporting Quiz Grades to Excel**

1. In your course, click **Quizzes** on the *Navbar*.
2. The *Manage Quizzes* window will appear. Click the **drop-down arrow** to the right of the applicable quiz (See Figure 88).
3. In drop-down box, click **Grade** (See Figure 88).

![Figure 88 - Click Grade](image)
4. The Grade Quiz screen appears. Click Export to Excel.

![Export to Excel button](image)

**Figure 89 - Click Export to Excel**

5. A pop-up window appears with *Open with Microsoft Excel* selected by default. Click OK to open the Excel workbook.

![Pop-up window](image)

**Figure 90 - Open with Microsoft Excel**

6. The workbook opens in Microsoft Excel.

**Additional Help**

For additional support, please contact the KSU Service Desk:

**KSU Service Desk for Faculty & Staff**

- Phone: 470-578-6999
- Email: service@kennesaw.edu
- Website: http://uits.kennesaw.edu